

Retrieving System Data (77 report) as a Data File

MFC-J4320DW, MFC-J4420DW, MFC-J4620DW, MFC-J5520DW, MFC-J5620DW, MFC-J5720DW,
MFC-J4310DW, MFC-J4410DW, MFC-J4510DW, MFC-J4610DW, MFC-J4710DW

July 18th, 2014

Procedure: To obtain a 77 report when the machine is unable to print, you can save the file as a *.CSV to a USB thumb drive.

NOTE: This is especially helpful to identify intermittent error codes or review purge counts for machines experiencing print quality issues where a printed document is illegible.

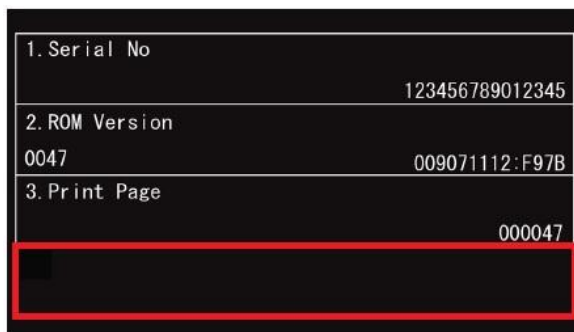
1. Enter Service Personnel Maintenance Mode.

- a. Press **COPY** on the touch screen to display the LEDs on the touch panel.

- b. Press and hold the **HOME** icon  on the touch panel for 7-10 seconds. The display will change to show 4 boxes- Serial No, ROM Version, Print Page, and a blank box. (See image below- the screen displayed is the 3.7". Some models may appear slightly different based on screen size)

NOTE: The LEDs on the touch panel will turn off when you press the **HOME** icon. This is normal. Continue to hold the icon until the display changes.

- c. Press and hold the blank box for approximately 2 seconds. The screen will change to display a numerical, alphabetical or machine function chart once you've held the box the required amount of time.

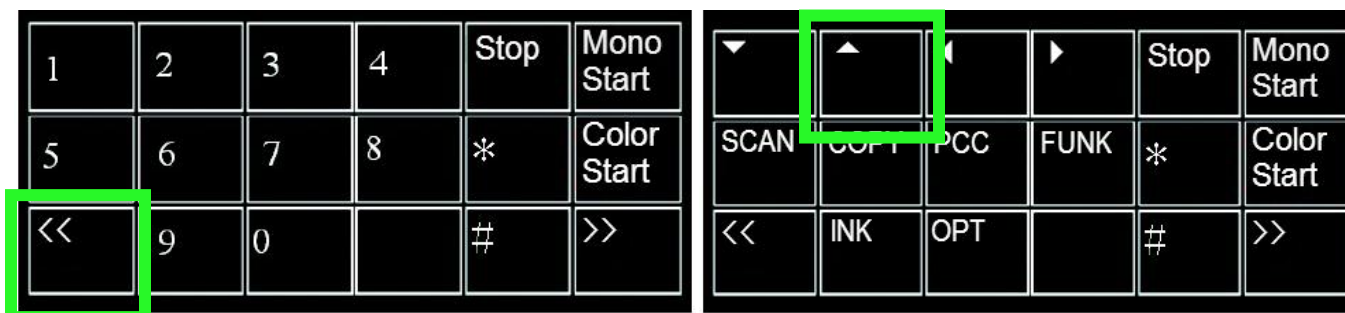


- d. Using the number keys on the touch screen, press ***, 2, 8, 6, 4**, in that order. The screen will display **"MAINTENANCE"** in the top left corner once the key sequence is entered correctly. (On the smaller screen models, please use the number pad on the touchpanel, instead of the screen.)

Retrieving System Data (77 report) as a Data File

MFC-J4320DW, MFC-J4420DW, MFC-J4620DW, MFC-J5520DW, MFC-J5620DW, MFC-J5720DW,
MFC-J4310DW, MFC-J4410DW, MFC-J4510DW, MFC-J4610DW, MFC-J4710DW
July 18th, 2014

2. Insert your USB thumb drive into the USB media slot on the front of the machine. The screen will display "USB active" if the thumb drive is recognized.
3. Press the **7** key twice. The LCD will display "Print Out" above the key grid.
4. Press the double left or double right arrow to display the solid arrow keys on the top row of the touchscreen.



5. Press the solid UP arrow to display "Save Data" above the key grid.
6. Press the Mono Start key to save the file to the USB thumb drive.
 - a. For machines with smaller touch screens, you may have to press the double arrow to scroll through the screens to display the Mono Start key.
7. The machine will beep once the file has been saved to the USB drive. You may remove the drive from the machine at this time.

To retrieve the file from the USB thumb drive, insert the thumb drive into a USB port on your computer. Browse to the removable disk. The machine will create a "Brother" folder and save the file in that folder with the Model and serial number as the file name.

Example: MFC-J4620DWD4F442708.csv

A CSV file can be opened with Microsoft Excel or Excel viewer.

For a breakdown of what each section of the 77 Report means, see page 298 (5-58) of the Service Manual.